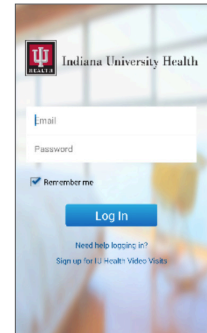
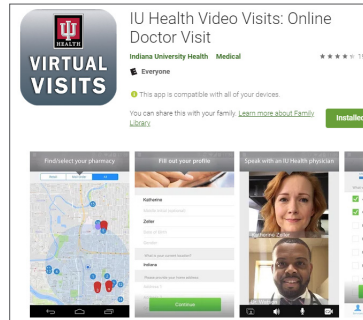




DOWNLOADING THE APP & FIRST TIME REGISTRATION

- 1) Search “IU Health Virtual Visits” from the app store on your smart device
- 2) Download the free app
- 3) First time users should choose “sign up”
- 4) Fill out the registration fields and click “continue”

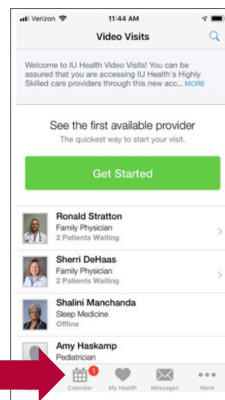


CONNECTING TO A VIRTUAL VISIT FROM YOUR SMART DEVICE

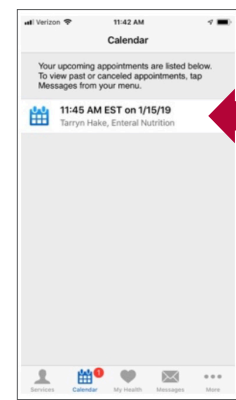
- 1) Call a Home Care Dietitian at 317.963.9732 to discuss a date and time for your FREE virtual consultation*. Your Dietitian will schedule the appointment through the IU Health Virtual Visits App.

*NOTE: ■ Office Dietitians are available Monday – Friday 8:30 am until 5:00 pm to schedule virtual visits.
 ■ Voicemail messages left outside of this timeframe will be returned on the next business day.

- 2) Open the IU Health Virtual Visits App & login. Select the **calendar icon** at the bottom of the screen.

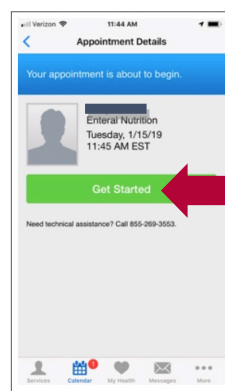


- 3) Your appointment will be listed at the top of the screen. Select the **appointment** to begin your visit.

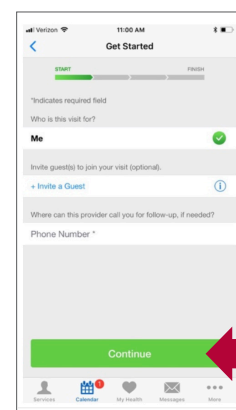


- 4) Select “Get started”

*NOTE: if you are not connected to WiFi, you may be asked if you would like to proceed on your cellular network at this time. If you select “Try Later on WiFi” it will not proceed until you are connected to a WiFi network.



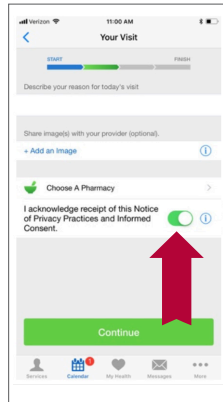
- 5) Verify your name and phone number are correct on this screen. You may need to enter your phone number in the space provided. Select “Continue”



CONNECTING TO A VIRTUAL VISIT FROM YOUR SMART DEVICE *(continued)*

6) Accept the Notice of Privacy Practices and Informed Consent. Select **“Continue”**

**Note: You do not need to choose a pharmacy for this visit when you receive this pop-up.*



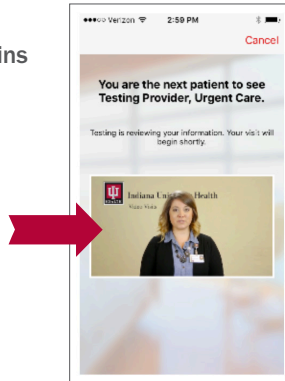
7) The next 3 screens will ask you to load information on your medical history, medications, and vitals. **THIS INFORMATION IS NOT NECESSARY.**

Please select **“Continue”** on all three screens to proceed.

8) You do **NOT** need to enter your insurance information. Home Care will **NOT** bill you for the virtual visit. This is a service that we offer **free of charge** to our Enteral patients.

Please select **“My Plan isn't listed/skip this step”** and then select **“Continue”**

9) You will see a video until your Home Care Dietitian joins the visit.



10) Your Home Care Dietitian Consultation begins!

11) At the end of the visit, you will be prompted to rate your Home Care Dietitian and your overall experience.

TIPS to ensure a productive visit

- 1) Allow 10-15 minutes for app set up before the scheduled *Virtual Visit* start time.
- 2) Your phone or other video device should be propped up on a stable location to allow your hands to be free during the visit.
- 3) Choose a well-lit room that is free from distractions.



Indiana University Health

Home Care • Enteral Nutrition Services